**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Currently Amended) A telecommunications information management system comprising:

a diagnostic information collection module configured to obtain raw diagnostic information from one or more ~~modems~~ DSL sources utilizing a high-layer protocol;

a diagnostic information interpretation module configured to analyze the raw diagnostic information; and

a data search and correlation module configured to perform searches of the raw diagnostic information and analyzed diagnostic information.

2. (Original) The system of claim 1, further comprising a polling module that identifies when one or more of the one or more modems are to perform a diagnostic test.

3. (Original) The system of claim 1, further comprising a searchable diagnostic information storage module that stores the raw diagnostic information and the analyzed diagnostic information.

4. (Original) The system of claim 1, wherein the data search and correlation module performs one or more of searches of historical information, comparisons of historical information from one or modems to one or more other modems, correlations between one or more of the raw diagnostic information and analyzed diagnostic information, retrieves of one or more of modem or user information and performs historical trending information.

5. (Original) The system of claim 1, wherein the one or modems are one or more of a modem with internal diagnostic capabilities and a modem adapted to communicate with a personal computer having diagnostic modules.

6. (Original) The system of claim 1, further comprising an output module adapted to cooperate with the data correlation module and diagnostic information interpretation module to provide a user with repair solutions.

7. (Original) The system of claim 1, wherein the high-layer protocol is one or more of an internet protocol (IP), asynchronous transfer mode (ATM) protocol, a Hyper Text Transfer Protocol (HTTP) and a Simple Mail Transfer Protocol (SMTP).

8. (Original) The system of claim 1, wherein a request to obtain the raw diagnostic information can be one or of automatically initiated, polling based, user initiated and operations support center initiated.

9. (Original) The system of claim 1, further comprising an output module adapted to display one or more of the raw diagnostic information and the analyzed diagnostic information, modem information, user information, available tests, most popular tests and repair instructions.

10. (Currently Amended) A telecommunications information management method comprising:

obtaining raw diagnostic information from one or more ~~modems~~ DSL sources utilizing a high-layer protocol;

analyzing the raw diagnostic information;

storing the raw diagnostic information and the analyzed diagnostic information; and

searching the raw diagnostic information and analyzed diagnostic information.

11. (Original) The method of claim 10, further comprising polling to determine when one or more of the one or more modems are to perform a diagnostic test.

12. (Original) The method of claim 10, wherein the searching includes one or more of searches of historical information, comparisons of historical information from one or modems to one or more other modems, obtaining correlations between one or more of the raw diagnostic information and analyzed diagnostic information, retrieval of one or more of modem or user information and performing historical trending information retrieval.

13. (Original) The method of claim 10, wherein the one or modems are one or more of a modem with internal diagnostic capabilities and a modem adapted to communicate with a personal computer having diagnostic functionality.

14. (Original) The method of claim 10, further comprising providing repair solutions.

15. (Original) The method of claim 10, wherein the high-layer protocol is one or more of an internet protocol (IP), asynchronous transfer mode (ATM) protocol, a Hyper Text Transfer Protocol (HTTP) and a Simple Mail Transfer Protocol (SMTP).

16. (Original) The method of claim 10, wherein a request to obtain the raw diagnostic information can be one or of automatically initiated, polling based, user initiated and operations support center initiated.

17. (Original) The method of claim 10, further comprising displaying one or more of the raw diagnostic information and the analyzed diagnostic information, modem information, user information, available tests, most popular tests and repair instructions.

18. (Currently Amended) A telecommunications information management system comprising:

means for obtaining raw diagnostic information from one or more ~~modems~~ DSL sources utilizing a high-layer protocol;

means for analyzing the raw diagnostic information;

means for storing the raw diagnostic information and the analyzed diagnostic information; and

means for searching the raw diagnostic information and analyzed diagnostic information.

19. (Original) The system of claim 18, wherein the means for searching includes one or more of searches of historical information, comparisons of historical information from one or modems to one or more other modems, correlations between one or more of the raw diagnostic information and analyzed diagnostic information, retrieval of one or more of modem or user information and performing historical trending information retrieval.

20. (New) The system of claim 1, wherein the one or more DSL sources are one or more of an ADSL modem, ADSL2 modem, xDSL modem, VDSL modem, VDSL2 modem and a multicarrier transceiver.

21. (New) The system of claim 1, wherein the one or more DSL sources are one or more of a CO xDSL modem and a CPE xDSL modem.

22. (New) The method of claim 10, wherein the one or more DSL sources are one or more of an ADSL modem, ADSL2 modem, xDSL modem, VDSL modem and a multicarrier transceiver.

23. (New) The method of claim 10, wherein the one or more DSL sources are one or more of a CO xDSL modem and a CPE xDSL modem.